

# **RESERVE COMPONENT FOLLOW-ON CARE PROCEDURES FOR IN-LINE-OF-DUTY ILLNESS / INJURY**

# **FOLLOW-ON CARE PROCEDURES**

- **RC members within a MTF catchment area**
  - **Care provided by the MTF**
  - **Required care beyond MTF capability**
    - **referred by MTF to civilian network**
    - **care authorized by MTF**
    - **MTF authorization for in-line-of-duty care constitutes eligibility and overrides ineligibility in DEERS**
- **RC members in remote areas**
  - **Coordinate care through unit commander**
  - **Unit coordinates required care with MMSO**

# **MMSO - Military Medical Support Office**

- **Joint Medical Office (Army, Navy, Marine Corps, Air Force, Coast Guard, Reserves, and National Guard) at Great Lakes, IL focused on support to ADSMs**
- **SPOC - Service Point of Contact**
  - **Service-specific medical representative stationed at MMSO (Great Lakes) to review specialty/dental care requests and make a “Fitness for Duty” determination**



# **MMSO - Military Medical Support Office**



- **VERIFIES** eligibility
- **AUTHORIZES** civilian medical care
- **AUTHORIZES** payment of medical claims based on the **LOD** determination



# **MMSO**



## **CONTACT INFORMATION**

**MMSO by Phone: (888) 647-6676**

**MMSO Web Site: <http://mmso.med.navy.mil>**

**For Claims Address information:  
<http://www.tricare.osd.mil/claims>**



# **SPECIFIC MMSO CONTACTS NUMBERS**

**CALL (888) 647-6676**

**To check on Claim Status – Customer Service, option 1**

**To request Pre-Authorization – Case Management, option 2**

**To report Inpatient Hospitalization – Case Management, option 2**

**For Eligibility issues or problem cases only – Army Liaison,**

**Ext 710 for REG 1 and 3/4**

**Ext 709 for REG 6 and 7/8**

**Ext 680 for REG 2/5, 9/10/12 and 11**

# **RC HEALTH CARE BENEFITS UPON RELEASE FROM ACTIVE DUTY/DEMOBILIZATION**

# **Demobilization Benefits**

- **Transitional Healthcare Benefits**
- **Continued Health Care Benefits Program (CHCBP)**
- **TRICARE Dental Program**
- **Certificate of Credible Coverage**



# Transitional Healthcare Benefits

- **Additional period of health care coverage for SMs released from AD after 1 Jan 02**
- **Eligible SMs include:**
  - **RC called up > 30 days in support of a contingency**

## **Benefit Period**

**AD < 6 yrs = 60 days**

**AD ≥ 6 yrs = 120 days**

## **Family member Transitional Health Care**

- **coverage same as sponsor (except dental)**

# **Continued Healthcare Benefit Program**

- **Provides healthcare benefits similar to TRICARE Standard**
  - **Member must enroll within 60 days after separation from AD or loss of eligibility for military healthcare**
  - **Coverage limited to 18 months**
  - **Quarterly premiums paid by member**
- **Humana Healthcare Services – 1-800-444-5445 or <http://www.humana-military.com>**

# Dental Benefits

- **TDP is not part of the Transitional Healthcare Benefits Program**
  - RC Members who were enrolled in TDP prior to active duty will be automatically reenrolled in TDP
  - RC members should contact UCCI to confirm enrollment prior to seeking treatment for themselves or their family members
  - Family members enrolled after the first 30 days of mobilization must meet 12 month initial enrollment requirement
  - Family members who were enrolled in TDP prior to release from active duty will continue enrollment at the full premium rate



# **Certificate of Credible Coverage**



- **Certifies your coverage under the Military Healthcare System while on Active duty**
- **May be required by employer sponsored insurance plan**
- **DEERS Support Office will provide this certificate upon request (1-800-538-9552)**

# TRICARE BENEFICIARY SUPPORT

TEXT ONLY

SEARCH

HELP

WHAT'S NEW

SITE MAP



Nominate a Hero Here

**TRICARE Beneficiaries**

*Understanding Your  
TRICARE Benefit*

**TRICARE Management  
Activity**

**TRICARE Provider  
Information**

Toll Free Numbers

TRICARE Map

Conferences

Resources and Links &  
References

**Website Search**

Enter keyword

Search

*Please read this privacy  
and security notice.*

*This site is best viewed at  
800 x 600 resolution.*



Browse A To Z

Go!

TRICARE Management Activity (TMA) is replacing its regional managed care support service contracts, and other medical and dental contracts that are about to expire, with the next generation of TRICARE contracts. For more information, see the [Next Generation of TRICARE Contracts Fact Sheet](#).

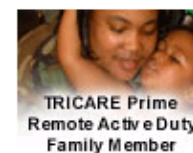
[TRICARE Awards New Mail Order Pharmacy Contract](#)

10 September 2002 — The Department of Defense (DoD), TRICARE Management Activity (TMA), awarded Express Scripts Inc. of Maryland Heights, Mo., a contract to provide mail order pharmacy services for the TRICARE Program. The contract covers a five-year period and is valued at approximately \$275 million over the five years.

September 17, 2002

[Health Care Providers Seek Better Communication With Patients, Families](#)

9 September 2002 — More than 200 federal and civilian health care providers kicked off a three-day conference here today aimed at helping them become better risks communicators for patients and their families.



TRICARE Prime  
Remote Active Duty  
Family Member

[Active Duty Family Members in Remote U.S. Locations Gain New TRICARE Benefit](#)

3 September 2002 — A new cost-saving benefit, TRICARE Prime Remote for Active Duty Family Members (TPRADFM), began Sept. 1, 2002, for family members of active duty sponsors who reside in locations designated as TRICARE Prime Remote (TPR) within the 50 United States.



[TRICARE Looking to Let New Contracts for Care, Support](#)

28 August 2002 — TRICARE officials are looking to revamp their system of contracts to provide medical care to military members, family members and retirees in the United States.



# **Beneficiary Counseling and Assistance Coordinators (BCAC)**

**Purpose: To provide individual assistance to beneficiaries  
with TRICARE problems or concerns.**

**BCACs are:**

- **beneficiary advocates who assist to resolve TRICARE problems and concerns**
- **located at each MTF (local call) and at each Lead Agent office (toll free)**
- **listed on the TRICARE web site ([www.tricare.osd.mil](http://www.tricare.osd.mil))**

# Debt Collection Assistance Officer (DCAO)

**Purpose:** To provide a network of beneficiary advocates whose top priority is to assist service members, retirees and eligible family members with individual debt settlement arising from TRICARE claims.

- **Located at:** each MTF and Lead Agent office.
  - Directory can be accessed at [www.tricare.osd.mil](http://www.tricare.osd.mil).
- **Responsible for:**
  - \* Researching claims and determining appropriate resolution.
  - \* Contact all necessary agencies (TMA, TRICARE contractors, debt collectors, etc.)
  - \* Provide written documentation to credit agencies as needed.



# **Office of The Surgeon General**

## **TRICARE Help E-Mail Service (THEMS)**

**TRICARE\_help@amedd.army.mil**



# TRICARE INFORMATION RESOURCES



- **TRICARE**
  - 1-888-DoD Care (363-2273)
  - <http://www.tricare.osd.mil>
- **Humana Health Services (CHCBP)**
  - 1-800-444-5445
  - <http://www.humana-military.com>
- **United Concordia (TDP)**
  - 1-800-866-8499
  - <http://www.ucci.com>
- **DMDC Support Office**
  - 1-800-538-9552
  - <http://www.dmdc.osd.mil>

# QUESTIONS